

## What is the Recipient Eligibility Verification System (REVS)?

- REVS is a computer information system supported by Electronic Data Systems (EDS) Corporation that enables MassHealth providers to make claim status inquiries and verify member eligibility.
- This system is available 24 hours a day, seven days a week.
- REVS offers easy access to the most current and complete member eligibility information on the date that services are provided.
- REVS also enables providers to inquire about the status of adjudicated MassHealth claims.

## What is WebREVS?

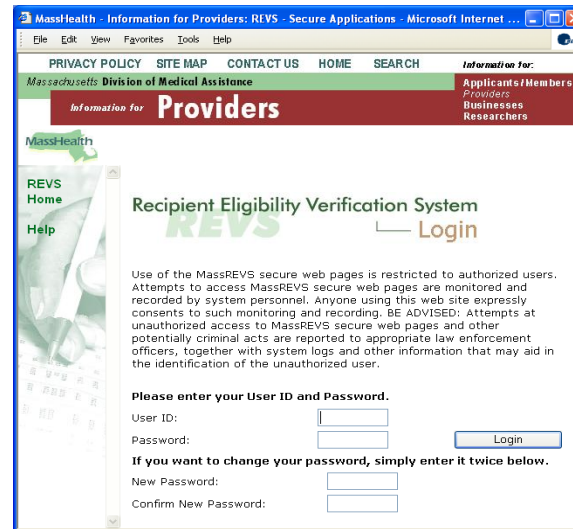
WebREVS is one of several ways providers can access REVS. It is a browser-based method used to access REVS via the Internet. It is suitable for providers who have Internet access at any connection speed.

## What are the benefits of WebREVS?

- Depending on the user's Internet connection, an eligibility transaction will take less than eight seconds to complete.
- WebREVS significantly reduces time spent verifying eligibility and checking claim status, compared to other access methods.
- Responses may be printed and retained for your files.
- WebREVS is easy to administer. An authorized user is able to add, delete, or modify WebREVS users' access simply by clicking on a link.
- Accessing WebREVS is as easy as adding a "Favorite" or "Bookmark" to the browser. Just select "WebREVS" and log in.

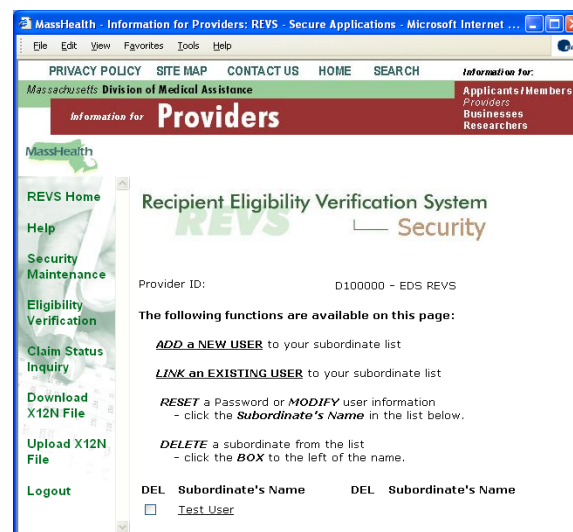
## Security Features

Each time a user accesses WebREVS, a User ID and password are required. The initial User ID is assigned upon submission of a MassHealth Trading Partner Agreement (TPA).

The screenshot shows the WebREVS Secure Login Screen. At the top, there's a navigation bar with links like PRIVACY POLICY, SITE MAP, CONTACT US, HOME, and SEARCH. Below this, a banner reads "Massachusetts Division of Medical Assistance" and "Information for Providers". The main heading is "Recipient Eligibility Verification System" with a "Login" link. A security notice states: "Use of the MassREVS secure web pages is restricted to authorized users. Attempts to access MassREVS secure web pages are monitored and recorded by system personnel. Anyone using this web site expressly consents to such monitoring and recording. BE ADVISED: Attempts at unauthorized access to MassREVS secure web pages and other potentially criminal acts are reported to appropriate law enforcement officers, together with system logs and other information that may aid in the identification of the unauthorized user." Below this, there's a form to "Please enter your User ID and Password." with fields for User ID, Password, New Password, and Confirm New Password, and a "Login" button. A link "If you want to change your password, simply enter it twice below." is also present.

WebREVS Secure Login Screen

Once the initial User ID is assigned, the provider may add, delete, and update User IDs to ensure that only users authorized by the provider are accessing personal information.

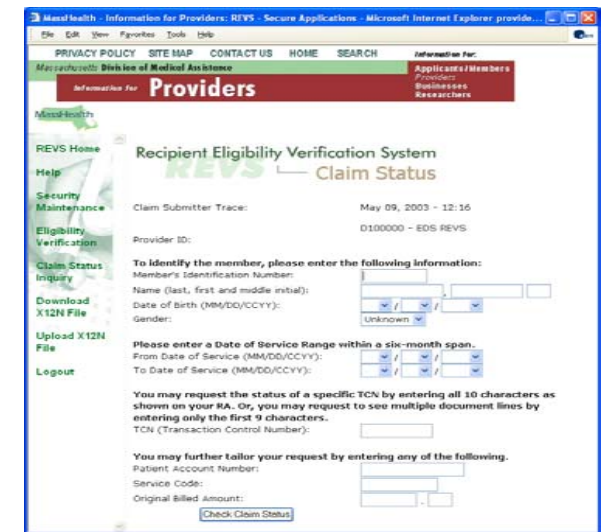
The screenshot shows the WebREVS Security Maintenance Screen. It features the same navigation bar and banner as the login screen. The main heading is "Recipient Eligibility Verification System" with a "Security" link. It displays the "Provider ID: D100000 - EDS REVS". Below this, it lists available functions: "ADD a NEW USER", "LINK an EXISTING USER", "RESET a Password or MODIFY user information", and "DELETE a subordinate from the list". Each function has a brief description. At the bottom, there's a table with columns "DEL", "Subordinate's Name", and "DEL Subordinate's Name". A "Test User" checkbox is also present.

WebREVS Security Maintenance Screen

## Claim Status

The claim-status feature within REVS provides the current status of an adjudicated MassHealth claim. Claim Status allows inquiries using a transaction control number (TCN), patient account number (PAN), or the member's recipient identification (RID) number.

This system contains the last 18 months of adjudicated claims history. A user may verify claims within that 18-month period in six-month intervals.

The screenshot shows the WebREVS Claim Status Inquiry Screen. It features the same navigation bar and banner. The main heading is "Recipient Eligibility Verification System" with a "Claim Status" link. It displays "Claim Submitter Trace: May 09, 2003 - 12:16" and "Provider ID: D100000 - EDS REVS". Below this, there's a section "To identify the member, please enter the following information:" with fields for Member's Identification Number, Name (last, first and middle initial), Date of Birth (MM/DD/YYYY), and Gender. There's also a section "Please enter a Date of Service Range within a six-month span:" with fields for From Date of Service (MM/DD/YYYY) and To Date of Service (MM/DD/YYYY). A note states: "You may request the status of a specific TCN by entering all 10 characters as shown on your RA. Or, you may request to see multiple document lines by entering only the first 9 characters." Below this, there's a field for "TCN (Transaction Control Number)". A section "You may further tailor your request by entering any of the following." includes fields for Patient Account Number, Service Code, and Original Billed Amount. A "Check Claim Status" button is at the bottom.

WebREVS Claim Status Inquiry Screen

A paper copy of the claim information may be printed.

The screenshot shows the WebREVS Claim Status Response Screen. It features the same navigation bar and banner. The main heading is "Recipient Eligibility Verification System" with a "Claim Status Inquiry" link. It displays "Claim Submitter Trace: May 09, 2003-12:34:26", "Billing Provider: 1211119 - HOLY FAMILY HOSPITAL IN", "Member's ID Number: 027425470", and "Member's Name: ZIEL, COLE". Below this, there's a "SUMMARY TABLE OF CLAIMS - Click a TCN to see detail information." table with columns "TCN", "From DOS", "Status", "Charges", and "Payment". The table shows one claim with TCN "202216430A", From DOS "11/13/2002", Status "Paid", Charges "\$654.00", and Payment "\$57.26". Below the table, there's a "Check Another" button and a "Claim Response" link. A note states: "Claim is Finalized/Payment-The claim/line has been paid. For more detailed information, see remittance advice." Below this, there's a section "Claim 1" with fields for Billing Provider, Member's ID Number, Member's Name, Date of Birth, Gender, Status Date, Charge Amount, Payment Amount, Adjudication Date, Remittance Date, Transaction Control Number (TCN), Patient Account Number, Date of Service, Service Code, and Units of Service.

WebREVS Claim Status Response Screen

# Eligibility Verification

Eligibility may be verified for a single member or for multiple members.

## Single Eligibility Verification Option

Below is a response screen from a single eligibility request. It displays the member's identifying information, eligibility status, and local office number. Managed care, third-party-liability, primary care clinician, and long-term-care information also appear, if applicable.

MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet ...

PRIVACY POLICY SITE MAP CONTACT US HOME SEARCH Information for: Applicants / Members Providers Businesses Researchers

Massachusetts Division of Medical Assistance

Information for **Providers**

MassHealth

REVS Home Help Security Maintenance Eligibility Verification Claim Status Inquiry Download X12N File Upload X12N File Logout

Eligibility Date & Time Stamp: 05/12/2003 - 15:00  
Member's ID Number: MM1234567-9  
Name: TEST, A C  
Member's Address: 180 TREMONT STREET BOSTON, MA 02109-0000  
MassHealth Card ID: 9500000000-1  
Date of Birth: May 12, 1967  
Gender: Female  
Date of Service: May 12, 2003

Check Another

Member is eligible on Date of Service

Coverage Type: STANDARD

Member's Local Worker Office  
Office Number: 001

WebREVS Eligibility Response Screen

## Batch Submission

WebREVS has the ability to send multiple eligibility and claim-status inquiries all at once in a batch. Please call the REVS HelpDesk at 1-800-462-7738 or send us an e-mail at [REVSHelpDesk@eds.com](mailto:REVSHelpDesk@eds.com) for more information about this feature.

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Information for **Providers**

MassHealth

REVS Home Help Security Maintenance Eligibility Verification Claim Status Inquiry Download X12N File Upload X12N File Logout

Recipient Eligibility Verification System

Upload files in the approved HIPAA X12 formats only. After your files are uploaded, you may go to the download page to get the resulting transactions. The transactions should be available within one hour of your upload.

Provider ID: D100000 - EDS REVS

First click on **Browse...** to select file, then click **Upload File**.  
(The total upload file cannot exceed 4 MB.)

Browse...

Upload File

WebREVS BBS Batch Upload Screen

## Why Use WebREVS?

- WebREVS is quick, efficient, and easy to use.
- Providers are able to access REVS from any PC with Internet access simply by inserting the Web-site address in any Web browser, and logging in.
- Providers benefit from the ability to submit large batches of eligibility and claim-status inquiries.
- WebREVS is provided free of charge.
- WebREVS meets HIPAA standards for both the 270/271 eligibility inquiry and response and the 276/277 claim-status request and response transactions.
- WebREVS can significantly reduce time spent verifying eligibility and checking claim status.



# REVS

## Recipient Eligibility Verification System

## WebREVS

<https://www.massrevs.eds.com>

MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet ...

PRIVACY POLICY SITE MAP CONTACT US HOME SEARCH Information for: Applicants / Members Providers Businesses Researchers

Massachusetts Division of Medical Assistance

Information for **Providers**

MassHealth

REVS Home Help Security Maintenance Eligibility Verification Claim Status Inquiry Download X12N File Upload X12N File Logout

Welcome!

You have successfully logged into the secure applications for MassHealth providers. Please choose an application from the list on the left side of this screen.

Please notice the availability of the NEW Claim Status online inquiry application. Take a moment to browse through this new application. The Claim Status Inquiry application allows you to query the status of adjudicated MassHealth claims. If this application is not visible to you and you think you would find it useful, please contact your local administrator.

If you have received the Trading Partner Agreement (TPA) Acknowledgement form, are using the Provider User ID included on that form, and do not see the Claim Status Inquiry application, contact our help desk at 1-800-462-7738 or email us at [REVSHelpDesk@eds.com](mailto:REVSHelpDesk@eds.com)

If you see a steady volume of MassHealth members, and could benefit from the ability to transmit multiple inquiries for members at the same time, you may want to download the latest version of the REVS PC software. This application will allow you to perform all of the same functions available to you on this site.

To get more information about the latest version of the REVSpc software, please click on the link below.

[REVSpc Information](#)

Call our toll-free HelpDesk or send us an e-mail for more information today.

1-800-462-7738

[REVSHelpDesk@eds.com](mailto:REVSHelpDesk@eds.com)

